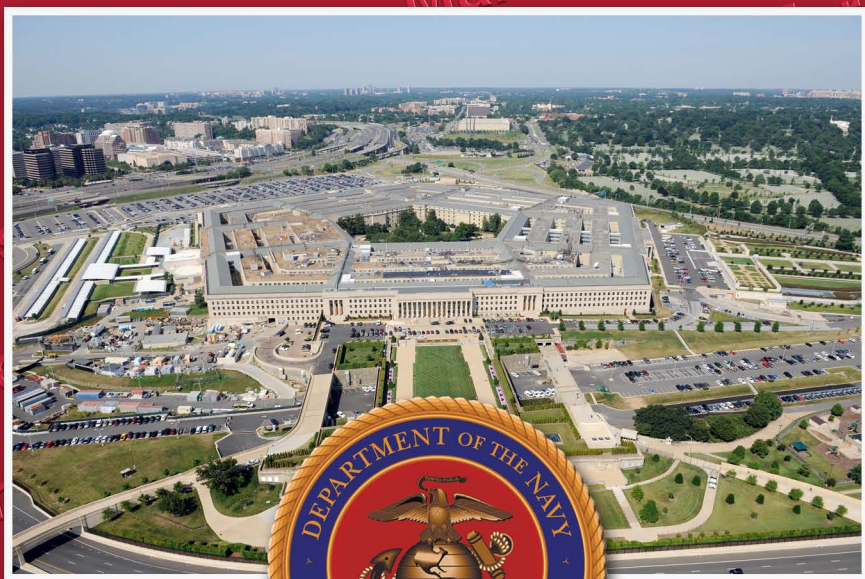# Headquarters Marine Corps Service Manual

Administration and Resource Management Division
Director, Marine Corps Staff
2011

Heaquarters Marine Corps
Service Manual

Standard Operating Procedures

AR Division – Quick Reference Guide

AR Division Front Office

http://hqinet001.hqmc.usmc.mil/ar/ARDIV/index.htm

Conference Room Reservations .... (703) 614-1837

CMC Conference Room/Theater .... (703) 614-3210
Audio/Visual Support

Manpower Analyst .... (703) 614-1837

Combined Federal Campaign (CFC) .... (703) 614-1837

Publishing and Logistics (ARD)

http://hqinet001.hqmc.usmc.mil/ar/ARD/index.htm

Branch Head .... (703) 693-3088

Annex/Pentagon Maintenance .... (703) 614-3089
Trouble Calls

Facilities and Renovations .... (703) 693-3089

After-hours Maintenance (Annex) .... (703) 614-2177

After-hours Maintenance (Pentagon) .... (703) 614-1597

Space Management .... (703) 695-8927

Directives/Records Management .... (703) 614-1081

Printing Services .... (703) 614-2445

Graphics Section .... (703) 614-2445

Still Photography .... (703) 614-2445

Reprographics .... (703) 614-2445

Video/Audio Visual .... (703) 614-2445

Fiscal Branch (ARF)

http://hqinet001.hqmc.usmc.mil/ar/ARF/index.htm

Branch Head .... (703) 695-4747

Defense Travel System Questions ....(703) 695-2747

SLDCADA (Civilian Pay) ....(703) 695-4747

Budget Administration...(703) 695-4747

Human Resources (ARH)

https://marines.mil/unit/hqmc/hr/Pages/default.aspx

Branch Head ....(703) 695-9476

Work Force Planning (Pentagon)...........................(571) 256-9534

Site manager (Quantico) ....(703) 784-3793

Workforce Planning (Navy Annex) ....(703) 614-1046

Workforce Planning (Quantico) ....(703) 784-0566

Advisory Services...(571) 256-8205

Advisory Services (Quantico)................................(703) 784-3120

Equal Employment Opportunity ....(571) 256-8301

Equal Employment Opportunity (Quantico).......(703) 784-2281

Information Systems (ARI)

http://hqinet001.hqmc.usmc.mil/ar/ARI/index.htm

Branch Head ....(703) 614-3329

NMCI..(866) 843-6624

SPRNET..(703) 614-1723

MCATS Help Desk..(703) 697-1041

Telephone Trouble Calls...(703) 697-3293
(Pentagon and Navy Annex)

Wireless/BlackBerry/Cellular ....(703) 697-3293

Trouble Calls

Computer Training ....(703) 614-4187

Ext. 187

Security Programs/Management (ARS)

http://hqinet001.hqmc.usmc.mil/ar/ARS/index.htm

Branch Head ....(703) 614-3609

Parking Passes/Questions, Visitor..........................(703) 695-0570
Access Control

Pentagon/Navy Annex Badges ....(703) 614-3609

Physical Security, Alarm Systems...........................(703) 614-2305

Passports/Visas...(703) 614-1651

FOIA/Privacy Act..(703) 614-4008

Communications Security (STE)............................(703) 614-2305

After-hours Access/Emergencies ....(703) 919-2447
(locked out of office)

Other Frequently Called Numbers

Service Records of Marines.....................................(703) 614-7172

Separations Section...(703) 614-7173

Battalion Adjutant Henderson Hall ....(703) 614-7161

World Wide Locator ....(703) 784-3941

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Chapter 1

Administrative Office/Special Projects (AR-1)

MISSION. The Administrative Office (AR-1) provides administrative support services to Headquarters Marine Corps (HQMC). Specific services include: 1) Scheduling and upkeep of the CMC Theater (Room 2201), CMC Conference Room (Room 2206 Level III) and several general purpose rooms located at the Navy Annex. 2) We also have three conference rooms located within 2C253 at the Pentagon. One of which (Conference Room 2) is a Level III Space with secure video teleconferencing (VTC) capability. 3) Coordination of the HQMC Combined Federal Campaign (CFC) fund drive; and 4) Manpower management of HQMC Tables of Organization (T/O).

CONFERENCE ROOM SCHEDULING. Reservations for the use of the CMC Theater, CMC Conference Room, the G rooms (G502, G503, G504 and G057A), or the three conference rooms within 2C253 in the Pentagon, may be requested telephonically or in person. The CMC Theater seats 80 people; the CMC Conference Room seats 40; Conference Room 1 (Pentagon) seats 16 in a classroom configuration. This room has Power Point presentation display capability and a Smartboard; Conference Room 2 seats 16 at the table (boat shaped to enhance VTC capability) and 17 around the room for a total occupancy of 33. The CMC Conference Room (Navy Annex), and Conference Room 2 (Pentagon) *can only be reserved for General Officer or SES personnel* use, or to conduct classified briefs/VTC meetings. The CMC, ACMC and SMMC take priority and may use the theater and conference rooms at any time. Advanced notice will be given to those with reservations. All conference rooms in the Navy Annex will no longer be available for reserving at some point in the Fall of 2011. To reserve a room, the following information is required:

(1) Date Needed

(2) Duration

(3) Point of Contact Information (name of person reserving room)

(4) Office Code

(5) Telephone Number

(6) Audience Size

(7) Senior Officer (that will be in attendance)

(8) Purpose/Subject

(9) Classification (CMC Conference Room 2206, and Conference Room 2 in the Pentagon are Level III spaces)

(10) If audiovisual equipment is needed; if so, type of support required?

(11) Is an audio-visual technician required?

(12) Is recording required (audio or audio/video)? (Attribution/non-attribution has to be reviewed/approved by senior official)

The "G" rooms have less seating capacity - 25 for G501 and G503; 20 for G502, G504, and G057A and the following information is required:

(1) Dates Needed

(2) Time Needed

(3) Reserved by (name of person reserving room)

(4) Office Code

(5) Telephone number

(6) Audience size

(7) Purpose/Subject

(8) If audiovisual equipment is needed, it can be checked out from room 1309 (in the Navy Annex), at 614-1933

NOTE: No eating, drinking, or smoking is allowed in any of the conference rooms. If you need to cancel or reschedule a room on the date requested, please call AR-1 as soon as possible. There is a high demand for the use of these rooms.

AR-1: (703) 614-1837/3359

HQMC FUND DRIVES. The HQMC Combined Federal Campaign (CFC) fund drive is managed by the AR Division Front Office. The CFC is the only authorized fund drive in the federal workplace, and as such, solicitation of federal employees and active duty service members is permissible. While solicitation of funds for other causes is prohibited, it is acceptable to disseminate information and allow federal employees to support other worthy causes, if they choose to do so. The CFC fund drive normally runs from September through December. All fund drives managed by AR Division are locally coordinated via organizational key volunteers.

AR-1: (571) 256-8203

Manpower Management (AR-2)

TABLE OF ORGANIZATION (T/O). Proposed changes (additions, deletions, reorganizations, etc.) must be staffed through AR-2 before submission to CG, Marine Corps Combat Development Center, Total Force Structure Division (TFSD), for final approval. AR-2 reviews the Table of Organization and Equipment Change Request (TOECR) to ensure accuracy and compliance with appropriate HQMC guidance. Once this review is complete and the TOECR is ready for submission, AR-2 will electronically submit the TOECR in the Total Force Structure Management System. AR-2 is also available to provide customers with TOECR requirement advisory and source document generation.

AR-2: (571)256-8203

Chapter 2

Publishing And Logistics Management Branch (ARD)

MISSION. The Publishing and Logistics Management Branch (ARD) provides HQMC with publishing and printing support, audio visual and graphical services, copier and facsimile devices (including maintenance services), and facility maintenance/renovation support services for both the Pentagon and Navy Annex. ARD also conducts detailed reviews and approves HQMC generated directives, records, and forms. In addition, ARD is responsible (Marine Corps-wide) for records, reports, directives, forms, printing management programs and reprographics equipment policy.

http://hqinet001.hqmc.usmc.mil/ar/ARD/index.htm

Records, Reports, And Directives Management Section (ARDB)

RECORDS MANAGEMENT. ARDB provides policy and procedural guidance on all aspects of the Marine Corps Records Management Program. ARDB also provides records management assistance to Command Designated Records Managers (CDRM) throughout the Marine Corps, develops training, and approves requests for the transfer of records to the Federal Records Centers (FRC).

ARDB: (703) 614-1081

REPORTS MANAGEMENT. ARDB provides policy and procedures for the management of Information Requirements, also referred to as "Reports." ARDB provides the review and approval chop of all Information Requirements levied upon HQMC staff agencies and field activities. Approved reports are published in the applicable activity's Marine Corps directive. Report sponsors are required to contact the HQMC reports manager (ARDB)

when crafting a new reporting requirement or revising an existing report. Listings of approved reports can be viewed on the Records, Reports, and Directives SharePoint Portal website.

https://ehqmc.usmc.mil/org/ar/ard/ardb/default.aspx

ARDB: (703) 614-1081

DIRECTIVES MANAGEMENT. ARDB performs editorial review of all directives generated by HQMC and signed by CMC, ACMC, DMCS and the Deputy Commandants. Over 800 directives are sponsored by various HQMC Departments and Staff Agencies. All of these directives will eventually require changes and substantial revisions, and in some cases, new Marine Corps Orders will be required. When new orders are required, ARDB personnel serve as subject matter experts to guide the sponsor/originator through the process. The policy and procedures for creating and updating directives are contained in MCO 5215.1K, Marine Corps Directives Management Program. After extensive collaboration with ARDB, sponsors will submit the draft directive for editorial review and approval. Once signed, the original signed directive (electronic version in Microsoft Word), all staffing comments, and background information must be submitted to ARDB for posting and retention in the historical file. All directives are posted to the HQMC Records, Reports, and Directives SharePoint Portal website. Contact ARDB to establish an account and gain access to the Portal.

https://ehqmc.usmc.mil/org/ar/ard/ardb/default.aspx

ARDB: (703) 614-1081

Combat Visual Information Center (CVIC) Management Section (ARDC)

The Combat Visual Information Center provides responsive, innovative Visual Information services, from acquisition to presentation, for the Commandant of the Marine Corps and HQMC Departments and Staff Agencies.

http://hqinet001.hqmc.usmc.mil/ar/AR4/index.htm

The following services are provided by ARDC:

GRAPHICS. The Graphics Support Section provides professional graphic layout and design services. Products include publication layout and design (books, magazines, brochures, tri-folds, etc.), posters, story boards, displays, exhibition support, invitations, labels and signage. The Graphics Section is also capable of developing theme designs for parades, symposiums, conferences, VIP site visits or special projects. The normal turnaround time for graphic support is 5 business days, although more time is necessary if the Graphics Support Section is designing a theme or laying out a publication that will require editorial chops and approval by the organizational chain of command.

Graphics Support Section: (703) 614-2445

REPROGRAPHICS. The Reprographics Support Section provides state of the art color and black and white print services, and is capable of providing the following types of printing support:

(1) Copying/Printing - Color/Black & White (up to 12"x18"), Large format printing - Color/Black & White (up to 60" wide).

(2) Bindery and Finishing include; Stapling/stitching, hole punching, comb, spiral coil, wire, Velo plastic strip, memo pad, tape-bind, perfect and case bound, plastic strapping, cutting and shrink wrapping.

Reprographics Support Section: (703) 614-2445

PHOTOGRAPHY. The Photography Support Section provides digital photo acquisition and archiving of historical events, and administrative photo support. Photographic support services are made on an appointment basis for studio and event/off-site shoots. Studio services are available at the Pentagon and Henderson Hall studios, and include; Command photos, Boards (promotion, medical, special assignments/packages), and Official Documents (Credentials, Passport and Visa). On & Off-Site services include, but are not limited to, historical events such as: Parades (Sunset, Evening and Honor), Symposiums, Conferences, VIP/Counterpart Visits, etc. Special photo support for VIPS/General Officers during travel periods is available on a case by case basis. In these cases, the requesting office must fund the photographer's travel orders.

Photography Support Section: (703) 614-2445

VIDEO. The Video Support Section (VSS) provides digital video acquisition and archiving of historical events; to include but not limited to, Sunset, Evening, and Honor Parades, Congressional hearings, VIP/counterpart visits, ceremonies, and symposiums. With advance planning, the VSS also provides all phases of digital video productions (such as training videos), creation of public service announcements, duplication and conversion of various formats of playback video, and teleprompter service.

Video Support Section: (703) 614-2445

AUDIO VISUAL. The Audio Visual Support Section provides audio and video equipment to HQMC Departments and Staff Agencies on a short term basis. Loaned equipment includes cameras (motion or still), televisions, VCRs, CD/DVD players, lecterns and projectors. The Audio Visual Support Section is also capable of providing technical assistance and can assist organizations in designing in-house visual setups, training classrooms or conference rooms.

Audio Video Support Section: (703) 614-2445

Facilities Management Section (ARDD)

The Facilities Management Section (ARDD) is responsible for the maintenance of all Marine Corps office spaces in the Pentagon and the Navy Annex (until closure), and the Naval Support Facility-Arlington (NSF-A). ARDD provides the following services/support:

- Office renovation planning and execution, including Computer Aided Design (CAD) drawings of proposed layout; renovations range from simple furniture replacement to coordination of complete office renovations involving construction of walls, repainting, carpeting, etc. (Note: Although new furniture is contracted directly through HQ Bn Supply, this must be coordinated through ARDD because power, computer/IT, and phone connections will be impacted.)

- Office space planning (to determine best design/layout for functionality and efficiency)

- Carpet cleaning, repair and replacement

- Window treatment (drapery) cleaning and replacement

- Moving services (to support office moves)

- Coordination of trouble calls/maintenance issues (for both Pentagon and Navy Annex office spaces)

Contact ARDD for more information or to request assistance with any of these services.

For an after-hours emergency maintenance issue, personnel in the Pentagon should contact the Building Operations Center at (703) 614-1597; personnel in the Navy Annex should contact the Navy Annex Building Manager's Office at (703) 614-2177 or (703) 920-9211; the future number for NSF-A will be published upon occupancy.

ARDD: (703) 693-3089

Publishing And Logistics Systems Management Section (ARDE)

COPIERS. The Publishing and Logistics Systems Management Section (ARDE) serves as the HQMC focal point for all copiers and Multi-Functional Devices (MFD) (equipment that copies, prints, scans and/or faxes) located in HQMC office spaces. To arrange a service call or request supplies or service, customers may call the phone number on the device equipment tag or send email to smb. hqmc.arde@usmc.mil. Copier technicians routinely respond to requests for supplies and repairs within two hours of receipt of the trouble call.

ARDE: (703) 614-1712

FACSIMILE DEVICES & NON-IT OFFICE AUTOMATION EQUIPMENT. ARDE serves as the HQMC focal point for all Facsimile Devices and other non-IT office automation equipment (such as high-volume shredders). ARDE provides funding for acquisition and repair of office automation equipment; these requests must be submitted via email to smb.hqmc.arde@usmc.mil. In your email, include the following:

- Specify if device will be used for classified information.

- Repair requests must include the make, model, serial number, location and service problem.

- ARDE will make arrangements for the trouble call, but the using office requesting service must provide escort for access to Pentagon and Navy Annex.

ARDE: (703) 614-1712

FORMS. ARDE serves as the Program Manager, Marine Corps Forms Management Program (PM/MCFMP), and is responsible for managing, reviewing and designing new and revised forms for use Marine Corps-wide. Form sponsors must submit the draft form(s)

to ARDE for review and approval prior to staffing. The PM/ MCFMP coordinates with forms sponsors and field commands to validate the need for the form. All Marine Corps prescribed forms are available online in the Marine Corps Electronic Forms System (MCEFS).

https://navalforms.daps.dla.mil

MCEFS is also updated and distributed quarterly on CD-ROM along with Marine Corps Publications Electronic Library (MCPEL). For access to other forms, contact ARDE.

ARDE: (703) 614-1712

MARINE CORPS PUBLICATIONS ELECTRONIC LIBRARY (MCPEL). The Marine Corps Publications Electronic Library (MCPEL) contains electronic versions of directives and publications and can be accessed at www.usmc.mil under the "News" tab at the top of the page. The MCPEL is also updated and distributed quarterly on CD-ROM, along with the MCEFS.

ARDE: (703) 614-1712

PRINTING. ARDE provides printing support for the Marine Corps. Printing requirements should be submitted to ARDE via email to smb.hqmc.arde@usmc.mil. High priority printing jobs can be accommodated within 5-10 workdays; routine printing jobs require approximately 30-45 workdays, but complex projects will require more lead time. Customers must provide either camera-ready hard-copy or electronic files suitable for printing. HQMC Combat Visual Information Center (CVIC) can provide assistance creating appropriate electronic media. Customers are urged to contact ARDE in advance to obtain guidance and to ensure the products can be printed and distributed as required and within budget constraints.

ARDE also provides Document Automation and Production Service (DAPS) credit cards to use at DAPS printing shops for simple print/ reproduction jobs; these shops are located in the

Pentagon, Fort Belvoir, the Hoffman Building on Naval Station Norfolk, MCLB Albany and MCB Quantico. The card has a maximum of $2,500 per job.

ARDE: (703) 614-1712

ComCam: (703) 614-2445

PUBLICATIONS MANAGEMENT. ARDE is responsible for maintaining the Marine Corps Publications Distribution System (MCPDS). The MCPDS is used to manage initial distribution of publications, as well as reprints for stock replenishments and filling publication backorders. The MCPDS is also used by publication clerks throughout the operating forces worldwide to order publications, check status on outstanding orders, report receipts and manage local unit libraries. Marine Corps publication sponsors are responsible for loading initial distribution of new publications into the MCPDS and forwarding all documentation to ARDE for printing/publishing. Contact ARDE for more information on MCPDS, including access to the system and training.

ARDE: (703) 614-2951

Space Management & Special Programs Section (ARDF)

The Space Management and Special Programs Section (ARDF) is responsible for the overall management of all Marine Corps occupied space within the Pentagon, the Navy Annex (until closure) and the Naval Support Facility-Arlington (NSF-A). Any request for additional space or collapsing of space should go through ARDF first. This section also oversees special programs as directed.

ARDF: (703) 695-8927

Chapter 3

Fiscal Branch (ARF)

MISSION. The Fiscal Branch (ARF) provides financial support and guidance to the Commandant of the Marine Corps, HQMC Departments and Staff Agencies to meet mission requirements. The Fiscal Officer is responsible for the financial well being of the organization on behalf of the Director, AR Division.

http://hqinet001.hqmc.usmc.mil/ar/ARF/index.htm

CIVILIAN PAY. ARF serves as the HQMC System Administrators (SA) and as a Marine Corps representative of the Change Control Board for the Standard Labor Data Collection and Distribution Application (SLDCADA). Each HQMC Department and Staff Agency is required to designate a SLDCADA representative. ARF also serves as the Customer Service Representative (CSR) for the Defense Civilian Pay System (DCPS). In this capacity, ARF acts as the liaison between HQMC and the Defense Finance and Accounting Service (DFAS) for all civilian payroll matters.

ARF: (703) 695- 2848

TRAVEL ORDERS. All HQMC travel orders and local vouchers are processed through the Defense Travel System (DTS). Travel orders must be submitted at least 3 days in advance to allow time for proper approvals. All vouchers should be submitted 5 days following the completion of travel. Each HQMC Department/ Staff Agency is required to appoint its own Organizational Defense Travel Administrator (ODTA). Contact ARF for assistance with DTS or to coordinate ODTA training.

ARF: (703) 695-4727

TRAVEL CARD PROGRAM. ARF manages the government travel card program for HQMC, to include program training, and is also responsible for identification of delinquent accounts.

Personnel must ensure their travel card is transferred, closed, or cancelled (with a zero balance), as appropriate, when departing their office/command. Each HQMC Staff Agency is required to appoint its own Level 4 Agency Program Coordinator (APC).

ARF: (703) 695- 4727

CIVILIAN PERMANENT CHANGE OF STATION (PCS) MOVES. ARF is responsible for obligating funds to support civilian PCS moves, and also reviews vouchers submitted for reimbursement of expenses.

ARF: (703) 695- 4727

INTERNAL HQMC BUDGET ADMINISTRATION. ARF will issue annual budget authorization letters at the beginning of each fiscal year. These letters provide the CMC Support Staff, AR Division and HQMC Labor annual budget, by quarter, and identify when funds are available. Each Department/Staff Agency will appoint a fund administrator to monitor centrally managed funds and administer their budget. Spending will not exceed the authorization to date, and costs in the current fiscal year will not be financed by funds from other fiscal years. ARF monitors obligation rates to ensure they meet goals and do not exceed available funds. Offices that expect a budget shortfall must contact ARF for resolution. ARF will collect unfunded requirements and attempt to secure funds to meet agency requirements. Fiscal personnel also oversee the validation of spending documents and perform assist visits to aid fund administrators in the performance of their duties. ARF prepares Program Objective Memorandum (POM) submissions for future year centrally managed programs, and presents these submissions before the POM boards on behalf of CMC Support Staff, AR Division and HQMC Labor.

ARF: (703) 695- 4798

Chapter 4

Human Resources and Organizational Management Branch (ARH)

MISSION. To provide the Commandant of the Marine Corps, HQMC Departments and Staff Agencies, Marine Corps Base (MCB) Quantico, MARFORRES and other activities with the human resources, equal employment opportunity, organizational management and development and strategic workforce planning expertise required to effectively recruit, develop and retain the right workforce, and to build and maintain high performing organizations. HROM's serviced population is diverse in nature and geographically disbursed including: white collar, blue collar, multiple bargaining units, medical, professors and scientists across multiple pay and performance systems.

http://hqinet001.hqmc.usmc.mil/ar/ARH/index.htm

PERSONNEL RECORDS, REPORTS, AND TECHNICAL PROGRAMS SUPPORT. Customer support is provided to maintain and update personnel records, and also assist with reports, such as the SF50 or SF52. ARH coordinates access to the following on-line applications:

- Employee Benefits Information System (EBIS)
- My Biz/My Workplace
- Civilian Hiring and Recruitment Tool (CHART)
- The Defense Civilian Personnel Data System (DCPDS).

Navy Annex, (703)614-1300/2027

EQUAL EMPLOYMENT OPPORTUNITY (EEO). Provides the full range of EEO services. Provides consulting services to management officials on personnel actions, from a civil rights perspective.

The EEO office provides services in the following areas:

- Consulting services to all management officials on selections and/or adverse actions

- Providing classroom and on-line training venues to meet all DoN and Federal training requirements

- Providing Title VII/EEO complaint processing and subsequent compliance monitoring

- Reasonable Accommodations

- Dispute Resolutions services

- Program assessment via barrier analysis of statistical and demographic data

- Recognition of Special Emphasis Programs

Navy Annex, (703) 614-2046; MCB Quantico, (703) 784-2368; Pentagon, (703) 614-2046

ORGANIZATIONAL AND WORKFORCE MANAGEMENT SECTION. Provides organizational management, civilian workforce development, and Strategic Workforce Planning (SWP) support services to the Commandant of the Marine Corps and staff, HQMC staff agencies, and other Marine Corps organizations in the National Capital Region.

Responsible for providing Marine Corps leaders, organizations, and groups with decision making, organizational development and meeting support services, including the use of collaborative technologies to enhance group productivity and effectiveness. Provides support in the areas of, but not limited to, strategic planning, climate surveys, and executive decision making.

Plans and oversees the Civilian Workforce Development (WFD) function for all serviced organizations. The WFD function includes on-site training for civilians and supervisors of civilians, Orientation and Marine Corps Acculturation, Civilian Leadership

Development Program (CLDP), Academic Degree Programs (ADP), and training and development advisory services regarding employee training and development.

Supports serviced organizations in their strategic workforce planning efforts. Assists with analyzing the civilian workforce of organizations and provides strategic guidance and advice to the senior leaders, managers, and supervisors in their critical roles to develop and align their organization and workforce to fulfill its mission.

Navy Annex, (703) 614-2409/4111

EMPLOYEE/MANAGEMENT ADVISORY SERVICES (EMAS) SECTION. EMAS provides the full range of employee and labor relations advisory services for all commands and activities serviced by HROM. The EMAS staff is located at Quantico, at the Navy Annex, and representation in the Pentagon, and provides advisory services in the following areas:

- Benefits

- Leave administration

- Grievances and appeals

- Performance management for all serviced activities performance systems

- Incentive awards and performance based pay

- Disciplinary and adverse actions

- Injury compensation

- Civilian employee assistance program

- Performance based actions

- Work schedules

- Labor relations

The EMAS team provides direct one-on-one assistance in these areas and also provides small or large group training upon request to both management and employees.

Pentagon, (571) 256-8300; Quantico, (703) 784-3793

RECRUITMENT AND CLASSIFICATION SECTION. Provides the full range of staffing and classification advisory services to HQMC and commands/activities located primarily throughout the National Capital Region and Marine Corps Base Quantico, VA. Serves as on site strategic partners with managers to properly structure their organizations, forecast future workforce requirements, provide expertise to correctly write and classify position descriptions, and ultimately recruit, hire and "on-board" personnel to meet mission requirements.

Pentagon, (571) 256-9540; Quantico, (703) 784-3137

QUANTICO SITE MANAGER. Provides the full range of professional federal human resources services to all commands and tenant activities located on MCB Quantico. This office provides advice and guidance to senior leaders to assist in recruiting and retaining a high quality Civilian Marine workforce, capable of meeting present and future mission requirements.

(703) 784-3378

KANSAS CITY SITE MANAGER. Provides the full range of federal human resources services to Marine Corps customers located in Kansas City, New Orleans, Indianapolis, and Omaha. ARHK provides recruitment, classification, employee relations, labor relations, and training advice and assistance to ensure that our Marine Corps customers are able to meet their federal civil service goals and objectives.

(816) 843-3643, DSN 894-3643

Chapter 5

Information Systems Management Branch (ARI)

MISSION. To provide the Commandant of the Marine Corps and all HQMC Departments and Staff Agencies with robust and reliable classified and unclassified data network, voice communications, and Information Technology (IT) services in direct support of their operational requirements.

ARI Website: http://hqinet001.hqmc.usmc.mil/ar/ARI/index.htm

CUSTOMER SUPPORT. Providing excellent customer service is a key component of ARI's organizational mission. In fulfilling this goal, ARI provides support for the SIPRnet and non-NMCI unclassified networks and those systems and applications residing on them.

1. IT Service Desk. ARI provides an IT Service Desk as the initial entry point for customer requests for IT support for all non-NMCI resources [e.g. incident/problem resolution; request for IT services (RFS), checking in/out etc.]. Incidents, problems, and/or RFS identified via phone call, walk-in, or email will be documented, via a service ticket, assigned to the appropriate section within ARI, and tracked to ensure resolution of the issue.

Information Technology Service Desk contact information:

Hours: The Help Desk phone-line is monitored 24 hours a day, 7 days a week; Walk-in (Pentagon) - 0530-2000 M-F,

Locations: Pentagon, Rm# 2E235; Marsh Center (Quantico), Rm# 106D

Phone: 703-614-1721/1723 or 695-1725

Email: hqmcitcenterhelpdesk@usmc.mil

Virtual Support Center: https://ehqmc.usmc.mil/sites/arhelp/default.aspx

ARI Service Desk Performance Measures

Performance Measure	Performance Objective
Percentage of calls answered within first 3 rings	95%
Percentage of calls and/or emails resulting in resolution or escalation within 5 minutes	99%

* IT Service Desk support for the Microsoft Office product suite and other applications is limited to assisting users with application features, and does not include training, installation, debugging, or data entry.

The NMCI vendor continues to provide service desk support for all NMCI related issues (email, network connectivity, printers etc.)

Navy and Marine Corps Intranet Service Desk contact information:

Phone: 1-866-843-6624 (1.866.THE.NMCI)

2. Support Priorities. It is ARI's goal to respond to all IT service requests and incidents as soon as possible. Requests are prioritized as follows:

Priority 1 – Critical

- VIP requests (SES, Flag Officers and their Executive Assistants (EA) and aides)

- Critical failures that affect a large number of customers and/or an entire business application. Note: A large number is defined as 20 people, or 50% of an organization, whichever is smaller.

- Security incidents that pose a critical risk to the confidentiality, availability or integrity of Marine Corps data (e.g. spillages, virus).

- Incidents that generate recurring problems.

• E-mail server outages.

Priority 2 – Urgent

• Failures that affect a small group of customers, and for whom the business application is inoperable. Note: A small number is defined as fewer than 20 people, or less than 50% of an organization, whichever is smaller.

Priority 3 – Routine

• Incidents/problems where the customer's overall performance is not impacted (e.g., "how to" issues, individual application errors etc.).

• IT RFS (e.g. new hardware or software installations; moves, adds, and changes; account creation; infrastructure expansion).

Operations Support Performance Measures

Performance Measure	Performance Objective
Respond to Priority 3 requests within 8 hours	90%
Respond to Priority 2 requests within 4 hours	90%
Respond to Priority 1 and other VIP requests within 30 minutes	95%
IT service requests (RFS) resolved within 30 days	90%

INFORMATION ASSURANCE (IA). ARI provides a full range of IA services for the HQMC, from user training/support, to hosted application/system support, to security incident coordination and remediation. Spillage coordination, website waiver requests, cryptographic logon (CLO) exception management, vulnerability scanning, certification and accreditation support are but a few of the services that the ARI team provides for our customers.

PORTAL AND WEB DEVELOPMENT. ARI maintains a team of developers to support HQMC portal and web capability requirements. Developers are knowledgeable in Microsoft SharePoint and SQL applications. Services range from portal design and development, to small application development, to database integration. Services are obtained by submitting a request to the Service Desk via phone, email or the Virtual Support Center (preferred method).

* Applications and/or systems requiring Oracle or Lotus Notes support must be outsourced at the customer's expense as ARI is not staffed to support these applications.

APPLICATION AND SYSTEM HOSTING. The HQMC IT Center provides a virtualized environment for local application and system hosting. The environment runs on IBM blade hardware platforms and is completely virtualized, ensuring the most efficient and effective use of resources. ARI ensures the security and operational capability of the operating system (OS) while the customer is responsible for the security, maintenance and management of the application/system itself.

MARINE CORPS ACTION TRACKING SYSTEM (MCATS). The MCATS server and application are hosted in the HQMC IT Center. The contractor-supported MCATS Help Desk operates in the IT Center from 0530 to 2000 on all work days (holidays and weekends are not included). The HQMC MCATS Help Desk will provide timely, efficient and effective responses to user-reported MCATS issues/problems.

NMCI LIAISON. ARI provides a liaison between HQMC and the NMCI vendor. Escalations of problem issues from the government to the vendor, assisting in trouble ticket resolution when warranted, coordinating relocations within the Pentagon and other coordination issues with the NMCI vendor are handled through ARI.

CONTINUITY OF OPERATIONS (COOP). HQMC IT Center COOP capability is supported through the Defense Continuity Integrated Network (DCIN) program. As such, HQMC Mission

Assurance Category (MAC) level I and II applications and/or systems may be incorporated into the program. Defense Continuity Integrated Network (DCIN) is an Enterprise-level Storage Area Network (SAN) supporting the COOP data requirements of the critical applications and systems within HQMC. DCIN is comprised of Enterprise-level storage devices, as well as two classified remote target sites, and the circuit connectivity between those locations and the designated HQMC relocation facilities. The Army Information Technology Agency (ITA) is the service provider for this capability and ARI is the HQMC liaison to ensure those critical applications and systems fall under the program for support.

DATA STORAGE. Systems and applications that are hosted in the HQMC IT Center are provisioned with storage space as required and as resources are available.

DATA BACKUP. HQMC IT Center provides backup services for those systems and applications that are hosted within the IT Center, to include SIPRnet email and file shares.

  * NMCI email and file shares are maintained by the NMCI vendor and are not within ARI's responsibility.

COMPUTER KIOSK/WORK SPACE. NIPRnet, SIPRnet and Legacy network access capability are available for IT Center customer's use in order to perform server and/or application maintenance. This service must be coordinated with ARI prior to customer arrival as clearance level must be verified.

COMMERCIAL WIRELESS DATA AND VOICE. ARI provides commercial cellular services for HQMC (voice and data). At present, these services are provided through contracts with Verizon and T-Mobile. Carriers are chosen based on the area of operations and type of service required. All commercial wireless services are provided as a fee-for-service.

COMMERCIAL WIRED VOICE (land line telephone). ARI provides a liaison between Army Information Technology Agency (ITA) and HQMC as all wired voice communications within the

Pentagon Area (excluding Navy Annex) are provided by the Army ITA. Services provided include local, long distance, Defense Switched Network (DSN), voice mail, and conference calling. All voice communications, with the exceptions of facsimiles and secure telephones, use Voice-over-IP (VoIP) technology.

 * HQMC activities at MCB Quantico should contact (703) 784-0178/79 for telephone related issues.

SECURE VIDEO TELECONFERENCING (SVTC). SVTC solutions are provided to VIPs who require a SVTC capability. Asset procurement is the responsibility of the customer. ARI provides for connectivity and follow-on troubleshooting as needed.

OFFICE AUTOMATION TRAINING. ARI provides software application training to all HQMC customers and their dependents. Monthly training schedules are provided via email to all HQMC customers approximately 3 working days prior to the beginning of the month. Training offered consists of the Microsoft Office suite of products (Excel, PowerPoint, and Word); Microsoft Sharepoint; and Marine Corps tasking systems. Training is conducted at the Pentagon, Rm# 2D244. Group training can also be conducted at the customer's work site with prior coordination.

 * Microsoft Office product training has been suspended until further notice.

IT HARDWARE/SOFTWARE SUPPORT. As an Authorizing Agent for HQMC IT procurement requests within the Marine Corps IT Procurement Request/Review/Approval System (ITPRAS) ARI maintains awareness of IT assets throughout the HQMC. As ARI is responsible for IT asset management within HQMC, we will work with HQMC customers to ensure they have the correct IT capability to accomplish their mission.

PERSONAL FOR (P4) MESSAGING. The Quantico Area Control Center (ACC) is responsible for routing P4 messages directly to each recipient's Outlook e-mail account. Each HQMC staff organization with a General Officer is required to submit a "P4 Authorization Letter" to ARI listing the names and ranks of those

individuals who are authorized to receive P4 messages on behalf of their General Officer. ARI will route these "P4 Authorization Letters" to the Quantico ACC, who in turn shall ensure incoming P4s addressed to a specific General Officer are also delivered to the Outlook e-mail accounts of those individuals on that general officer's "P4 Authorization Letter".

Chapter 6

Security Programs and Information Management Branch (ARS)

MISSION. ARS provides Information, Personnel, Physical and Communications Security services in support of HQMC Staff Agencies/Activities; Security related training for all personnel, both military and civilian at HQMC; FOIA/PA, official passport and visa requests Marine Corps-wide; and parking onboard the Pentagon Reservation.

http://hqinet001.hqmc.usmc.mil/ar/ARS/index.htm

DoD BADGES. Personnel checking into HQMC should report to their respective Staff Agency/Activity Security Coordinator after checking in with Consolidated Administration Office (CONAD) if military or Human Resources if civilian. Personnel assigned to joint billets should report to their respective organizational Security Office for security services. Contractors are required to provide proof of submission and/or completed NACI investigation along with one (1) form of ID upon check in.

Staff Agency/Activity Security Coordinators will submit badge requests on behalf of the employee, via the Electronic Security Service Request Portal (ESSRP); the principal means for submission of all security service requests. Badge requests for the National Capital Region (NCR) require a letter of justification. The HQMC Security Manager is the approval authority for all Badge requests. The badge request form is available on the ARS website, at:

http://hqinet001.hqmc.usmc.mil/ar/ARS/index.htm.

Pentagon and Navy Annex building badges are issued by the DoD badge office. Hours of operation in the Navy Annex, Wing 5 (Room G501B) are: Monday – Friday, 0800-1130 and 1230–1530 or the Pentagon in room 2E1084, Monday, Tuesday, Thursday, and Friday, 0800-1600 and Wednesday, 0830-1600.

ARS: (703) 614-3609

Classified Material (Information Security)

Accountability & Control. The HQMC Security Manager is the focal point for control, distribution, and disposition of all classified material at HQMC. All Top Secret material will be accounted for and disposed of via the Classified Document Control Catalog (CDCC) and properly stored and safeguarded at all times. The CDCC is the control and accountability tool utilized by all staff agencies/activities for Top Secret material, Secret Hard-Disk-Drives (HDD) and classified media created using the "write-to-media" function. Working papers classified Top Secret must be controlled and treated as a final document. All classified material hand carried outside HQMC require Classified Courier Authorization from the Security Office and will be coordinated through the HQMC Information Security Specialist to ensure proper procedures are followed.

Destruction. HQMC controlled material may be returned to the Information Security Specialist for destruction or destroyed locally at the staff agency level by appropriate and approved means. Destruction must be in accordance with SECNAVINST M5510.36.

Unless otherwise notified, Burn Bag destruction at the Navy Annex is held every Friday, at 0800. Burn Bag destruction at the Pentagon is held Monday through Friday from 0800-0900 and again from 1100-1200. Drop off location for Burns Bags at the Navy Annex is the loading dock located on the 1st Floor, Second Wing. Burn Bags for the Pentagon must be brought to the Remote Delivery Facility (RDF) located in the basement of Corridor 5. A burn bag receipt DD Form 2843 will accompany the material for destruction. The outside of each bag will be annotated with the highest classification of the contents, the media type if other than paper, section and POC telephone number. Burn bags must be sealed at the top and not weigh more than 10 lbs or be more than 3/4 full.

Reproduction. Classified material must only be reproduced on authorized reproduction machines. The Staff Agency/Activity Reproduction Control Officer must approve the reproduction of locally disposable material (Top Secret and below). Security Coordinators (via the Originator) must approve the reproduction of all HQMC disposable and all Top Secret material. Reproduced copies must be accounted for in accordance with SECNAVINST M5510.36.

FREEDOM OF INFORMATION ACT (FOIA) AND PRIVACY ACT (PA). The FOIA and PA Section (ARSF) is responsible for implementation of FOIA and PA policy, Marine Corps wide. The USMC FOIA website is maintained, at:

http://www.marines.mil/unit/hqmc/foia/Pages/default.aspx

This website provides information to the public about the USMC FOIA program and provides instructions for submitting a FOIA request for USMC documents. The USMC PA website provides administrative tools and guidance to USMC subordinate FOIA/PA officials throughout the Fleet Marine Force.

http://www.marines.mil/unit/hqmc/pa/Pages/Default.aspx

FOIA Requests. As the HQMC FOIA/PA FOIA Coordinator, ARSF controls and provides administrative support for all FOIA/PA requests seeking access to records maintained in file systems and databases under the possession and control of the Commandant, Assistant Commandant, Director, Marine Corps Staff, and HQMC Departments and Staff Agencies. Any FOIA or PA request received directly by an HQMC Department or Staff Agencies should be immediately delivered to ARSF. ARSF will then staff the request and prepare the appropriate response. ARSF serves as a USMC FOIA Requester Service Center to assist FOIA requesters with complaints or other issues they may be experiencing regarding the processing of requests that have been submitted to HQMC, MCRC, MCSC, MCLC, MCCDC, MARFORCOM,

MARFORCENT, MARSOC, MARFORSOUTH, MARFOREUR, MARFORKOREA, MARFORPAC, and MARFORRES.

USMC FOIA Public Liaison. The ARSF Section Head serves as the USMC FOIA Public Liaison for the purpose of mediating unresolved FOIA requester complaint matters addressed to or FOIA requester dissatisfaction with one or more of the 10 USMC FOIA Requester Service Centers.

FOIA/PA Training. ARSF is responsible for providing FOIA/PA training and conducts a two day FOIA/PA training conference at MCB Camp Lejuene, MCB Camp Pendleton and MCB Camp Butler on a triennial basis. ARSF also provides specialized or customized FOIA/PA training for USMC/HQMC components upon request.

PA Systems of Records Notices. ARSF is responsible for ensuring that all PA Systems of Records collections maintained by USMC/HQMC organizations are covered by a current and accurate PA Systems of Records Notice. Any USMC official (PA System of Records Manager) that currently maintains or proposes to maintain a records collection or file system must notify ARSF if the system will store individual names and SSNs. ARSF will work with that system manager to ensure a current and accurate PA Systems of Records Notice is published in the Federal Register. The inventories for PA SORNs affecting USMC records collections can be found, at http://privacy.defense.gov. The USMC Privacy Act website can be found, at:

http://www.marines.mil/unit/hqmc/pa/Pages/Default.aspx

Personally Identifiable Information (PII) Breach Reporting. ARSF is the USMC POC for PII breach reporting. ARSF is included as an addressee on all USMC breach reporting and is responsible for ensuring the USMC reporting official complies with all other requirements (notifications to affected individuals, investigations, follow-up reporting, etc.) as

required by Marine Corps Enterprise Information Assurance Directive 011 Personally Identifiable Information (PII) of 09 April 2009.

Privacy Impact Assessments (PIA). ARSF reviews all USMC PIAs to ensure that electronic collection of PII complies with relevant statutes, policies and regulations.

Privacy Act Compliance Reviews of Publications and Forms. ARSF reviews all USMC publications and forms for compliance with Privacy Act rulemaking.

Federal Information Security Management Act (FISMA) Report. ARSF is responsible for providing USMC data (PA complaints, PA SORNs, PA training, PIAs, web privacy policies, Privacy Act Statements (PAS), etc.) to the DoN Privacy Manager for incorporation into the annual FISMA report. ARSF also prepares other reports (Section 803 of the Implementing Recommendations of the 9/11 Commission Act of 2007, PL 110-53, Installation Physical Access Control Reports) for submission to the Defense Privacy Office.

ARSF: (703) 614-4008, FOIA email: smb.hqmc.foia@usmc.mil; PA email: smbhqmcprivacyact@usmc.mil

PARKING. Parking aboard the Pentagon Reservation (Pentagon and Navy Annex) is a privilege and personnel should closely follow all parking regulations and posted signage. Parking permits for HQMC personnel are distributed to each Department and Staff Agency based on the population of each organization. The HQMC Parking SOP dated 05 Mar 09 provides detailed information on parking aboard the Pentagon Reservation. The Parking SOP is available on the HQMC DMCS and AR Division websites, at:

http://hqinet001.hqmc.usmc.mil/ar/ARDIV/docs/Parking%20SOP.pdf

Permanent handicapped ("H") permits are issued by the Pentagon Parking Management Office and do not count against an organization's parking allocation. Applicants must have

current medical documentation from their physician and make an appointment at the Navy Medical Clinic (Navy Annex) or the Dilorenzo TRICARE Clinic (Pentagon) for approval of a Pentagon Reservation handicapped parking permit. The approval letter from the clinic must be attached to the parking permit application submitted by the agency parking representative to the Pentagon Parking Management Office, (703) 697-6251.

Carpool and vanpool permits are also available by contacting the Pentagon Parking Management Office at (703) 697-6251.

HQMC Parking Control: (703) 695-0570

PASSPORTS/VISAS. For HQMC customers located in the National Capital Region, the Passport/VISA Section (ARSD) provides walk-in customer service for the processing of passports and visas for all Marine Corps sponsored travel, including PCS, TAD and travel for dependents on orders.

Passport and visa application information is available on the AR Division website, at:

http://hqinet001.hqmc.usmc.mil/ar/ARS/Passport/index.htm

Passport/VISA Section: (703) 614-1651

COMMUNICATIONS SECURITY. The HQMC Electronic Key Management Systems (EKMS) Manager is your sole source for all Communications Security (COMSEC) material and equipment. The EKMS 1 (series) Manual and the HQMC COMSEC SOP provide minimum policy and procedures for the proper ordering, filling, generation, distribution, accountability, storage,

usage, destruction, and management of COMSEC material and equipment.

For more information, see the AR Division/ARS website, at:

http://hqinet001.hqmc.usmc.mil/ar/ARS/COMSEC/index.htm

Communications Security: (703) 614-2305

PHYSICAL SECURITY. The HQMC Physical Security manager is responsible for all physical security matters within the NCR. The HQMC Physical Security Manager provides:

- Physical Security Surveys

- Restricted Area Accreditations

- Security guidance for NCR renovations and new construction.

- Alarm system support

- Access control requirements

- Key and lock program support

- Protected Distribution Systems support/installation

- Emergency lockout support (doors & safes)

For more information, see the AR Division/ARS website.

http://hqinet001.hqmc.usmc.mil/ar/ARS/PhysicalSecurity/index.htm

Physical Security Section: (703) 614-2305

INSPECTIONS. Information and Personnel Security Assessment inspections will be conducted annually for all HQMC Staff agencies, per the provisions of MCO P5510.18A and Security Managers' Note 05-08. For more information, see the AR Division/ARS website, at:

http://hqinet001.hqmc.usmc.mil/ar/ARS/ARSB/index.htm

ARS: (703) 614-2320

PERSONNEL SECURITY. Staff Agency/Activity security coordinators are responsible for determining individual access requirements within their respective department based on billet and need-to-know. The Electronic Questionnaire for Investigation Processing (eQIP) must be used in those cases where an individual has not held a clearance at that level or is in need of the required

periodic reinvestigation. Secret access requires an investigation every 10 years. Top Secret access requires an investigation every 5 years. Final determination for clearance is made by the DoN Central Adjudication Facility (DONCAF). The HQMC Information and Personnel Security SOP dated 7 July 2009 provides more information on submission procedures and requirements, and is available, at:

http://hqinet001.hqmc.usmc.mil/ar/ARS/ARSB/index.htm

Information and Personnel Security: (703) 614-3609

PRELIMINARY INQUIRIES. Notify the Staff Agency/Activity Security Coordinator immediately upon the discovery of any possible compromise of classified information.   Staff Agency/Activity Security Coordinator will coordinate with the HQMC Security Manager for appropriate action to include a Preliminary Inquiry, if deemed necessary to determine the extent of the compromise and make recommendations to the Deputy Commandant/Director for corrective action.

HQMC Security Manager: (703) 614-3609

TRAINING. To ensure security training is available to all personnel, annual training requirements will be satisfied by completing the computer-based training program available on the HQMC Security Training webpage. To complete the annual security training, individuals should visit this page at:

http://hqinet001.hqmc.usmc.mil/ar/ARS/ARSB/HQMCTraining.htm

Individuals are required to send a confirmation e-mail upon completion of their training to their respective Security Coordinator. The goal is 100 percent completion annually. You must complete each module and print the certificates provided. Give these certificates to the Agency/Activity Security Coordinator who will ensure you receive credit for the training completed.

ARS: (703) 614-3609

VISITOR ACCESS CONTROL. ARS is the lead agent for all Marine Corps "VIP" visitors to the Navy Annex and Pentagon. The term "VIP" is defined as any person or persons conducting business with Marine Corps General Officers or members of the Senior Executive Service. ARS also coordinates access and special badge requirements for Special Projects Directorate (GOS, BGSOC, and SgtMaj Symposium) and CMC Protocol Office (Special Guest, Senators, Congressmen, SecDef, SecNav, and other VIPs). While ARS will coordinate VIP parking and access to the Pentagon Reservation, the hosting Staff Agency/Activity is responsible for escorting the VIP and any accompanying personnel. Individuals escorting visitors should coordinate with the Personnel Security Section, Pentagon, Room 2A288A, (703) 614-3609, prior to the arrival of the visitor. For the proper procedures for escorting visitors to the Pentagon Reservation, refer to the Information and Personnel Security Standing Operating Procedure.

To prevent the unnecessary delay of VIPs at access control points, it is recommended the below information be provided to the HQMC Parking Control Officer (ARS) at (703) 614-2122 or 695-0570, or send via email to the "SMB HQMC ARS PARKING" mailbox at least 72 hours in advance of the anticipated visit:

    (1) Agency/Command
    (2) Visitors Name and Title
    (3) Date and time of visit
    (4) Vehicle License Plate number, if available
    (5) Agency/Command POC/Escort

Time sensitive VIP visits (those that will take place within 24 hours) should be coordinated via telephone rather than email.

HQMC Parking Control: (703) 695-0570/(703) 919-2447